

Reference Librarian

The Chelmsford (MA) Public Library is looking for the right professional to join a department of savvy, enthusiastic librarians who are excited about supporting the information, technology, and lifelong learning needs of our patrons. Our ideal Reference Librarian will be dedicated to public service and community education and will thrive on interacting with the public and providing exceptional customer service.

We're looking for someone who can smoothly switch between tasks and prioritize patron needs. We want someone with solid experience in providing direct assistance, whether in person, on the phone, through live chat, or via email. Our reference librarians help visitors find print and online resources, use public computers, and access scanning, copying, printing, and fax services, as well as study and meeting spaces. This person should be a helpful guide for both visitors and staff when using digital platforms for reading, recommendations, and research. We also need a librarian who is willing to take charge of certain parts of our non-fiction collection and develop library programs and outreach efforts, working independently or as part of a team.

The ideal candidate will demonstrate top-notch reference and customer service skills and be comfortable with a variety of web applications and social media. They will have solid technology skills, including competency with mobile platforms, and a strong desire to share these skills with the public, looking to improve digital access and literacy for all.

Salary: \$29.2707 – 42.8511 per hour in 10 steps (per Union table)

Schedule: 37.5 hours per week, including every other Saturday and one evening per week. **Location:** Chelmsford Public Library, 25 Boston Rd., Chelmsford MA. Occasional work at the MacKay Branch in North Chelmsford or other off-site locations may be assigned. This is not a hybrid or remote position.

Qualifications:

- MLS/MLIS or MLS/MLIS candidate, or an equivalent combination of education and public library reference experience
- At least one year of experience in a public library preferred, especially in reference or information services
- Working knowledge of a variety of non-fiction literature, library databases, and quality information resources on the open web

Application Deadline: 3/6/2026, 5:00 pm.

How to Apply

Please send cover letter and resume to Vickie Turcotte, Assistant Director, at vturcotte@chelmsfordlibrary.org. This job includes health, dental and life insurance benefits and is represented by the Chelmsford Federation of Teachers, Local 3569. The Town of Chelmsford is an EEO/AA Employer. We encourage candidates of diverse backgrounds and abilities to apply.

Our Library and Community: A fun and rewarding place to work! We have highly engaged residents and Town counterparts who support the library in visible ways. Our staff, Trustees, and Friends are excited to turn new ideas into reality, and we're not afraid to try things out. We have welcomed many vibrant new librarians in the

past few years as other staff grew into new positions; we support professional growth and cultivate an environment of mentorship and inclusion.